

**Amendment No. 3 to
 Agreement between State of Louisiana
 Division of Administration, Office of Technology Services (OTS)
 AND**

**Vendor Name: Deloitte Consulting LLP
 Address: 701 Poydras Street, Suite 4200
 THIS City: New Orleans, Louisiana 70139**

THIS Amendment No. 3, with an effective date of December 1, 2018 (“Amendment Effective Date”) is entered into by the State of Louisiana Division of Administration, Office of Technology Services (“State”) and Deloitte Consulting LLP (“Contractor”) and amends the Contract between the parties dated December 1, 2015, for the Medicaid Eligibility and Enrollment Solution Project, Contract file number: 2000161025, as described in the Terms and Conditions (the “Contract”).

Capitalized terms used in this Amendment unless otherwise specified shall have the same meaning as contained in the Contract.

This amendment shall not be effective until approved by appropriate federal agencies, the Joint Legislative Committee on the Budget, and the Office of State Procurement.

NOW, THEREFORE, in consideration of the mutual promises herein contained, and other good and valuable consideration, the sufficiency of which is hereby acknowledged, the parties hereby agree that the Contract is amended, as follows.

Amendment Provisions

CHANGE NUMBER ONE

Change to Attachment I: Statement of Work, Section 3.1, Description of Services/Tasks, Operations and Maintenance

Changes:

Original language:

Operations		
Tasks	State Role	Contractor Role
Application File Management (Preventive) - Define the archiving and purge guidelines for file management. This also includes managing batch data files securely and scheduling archiving and purge activities	Lead	Support
Performance Monitoring and Tuning (Preventive) - Conduct performance analysis to identify performance issues. Provide performance monitoring reports.	Lead	Support

...

Capacity Monitoring (Preventive) - Manage capacity monitoring activities that needs to be conducted as per need based on performance baselines defined	Lead	Support
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Technology Management		
Tasks	State Role	Contractor Role
Release Planning (Adaptive) - Perform release planning for development, patch upgrades and security patches	Lead	Support

...

Architecture Management (Preventive) - Review that new enhancements/ changes and other component upgrades are in line with the defined architecture for the overall solution	Lead	Support
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...

Patch, Upgrade Management for Application components (Adaptive) - Conducting upgrade and patch updates for application software components, i.e. all software installed on top of the operating system in support of the E&E solution.	Lead	Support
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Original language amended as follows:

Operations		
Tasks	State Role	Contractor Role
Application File Management (Preventive) - Define the archiving and purge guidelines for file management. This also includes managing batch data files securely and scheduling archiving and purge activities	<u>Support</u>	<u>Lead</u>
Performance Monitoring and Tuning (Preventive) - Conduct performance analysis to identify performance issues. Provide performance monitoring reports.	<u>Support</u>	<u>Lead</u>

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Capacity Monitoring (Preventive) - Manage capacity monitoring activities that needs to be conducted as per need based on performance baselines defined	<u>Support</u>	<u>Lead</u>
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Technology Management		
Tasks	State Role	Contractor Role
Release Planning (Adaptive) - Perform release planning for development, patch upgrades and security patches	<u>Support</u>	<u>Lead</u>

...

Architecture Management (Preventive) - Review that new enhancements/ changes and other component upgrades are in line with the defined architecture for the overall solution	<u>Support</u>	<u>Lead</u>
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...

Patch, Upgrade Management for Application components (Adaptive) - Conducting upgrade and patch updates for application software components, i.e. all software installed on top of the operating system in support of the E&E solution.	<u>Support</u>	<u>Lead</u>
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CHANGE NUMBER TWO

Change to Attachment I: Statement of Work, Section 3.1, Description of Services/Tasks, Operations and Maintenance

The following is added to the end of Section 3.1:

The Operations and Maintenance team works from a master Operations and Maintenance task order, to be invoiced monthly, which consists of a pre-defined baseline set of Operations and Maintenance tasks from the above tables. The State and Contractor can adjust the mix of activities, via the monthly task order for a specific month. If the adjustment requires adding resources, the change must be completed and approved 4 weeks prior to the start of the month for which the change is effective. If the adjustment requires removing existing resources, the change must be completed and approved 2 weeks prior to the start of the month for which the change is effective. If the adjustment requires shifting existing resources, the change must be completed and approved 1 week prior to the start of the month for which the change is effective. If such adjustments are made to the monthly task order, and the adjustments require less effort from the Contractor than the original baseline activities, the remaining time and staff may be redirected to work on a different task order within that scheduled month.

3.1.1 Transition and Turnover of Operations and Maintenance Tasks

For each task in the above table where the Contractor role is "Lead", the Contractor shall, at the request of the State, execute transition activities. These transition activities shall proceed according to the existing transition plan and shall not exceed two calendar months in duration per O&M task for completion of turnover to the identified State resources. If the transition requires additional materials, knowledge transfer sessions, or additional time or effort, this addition work shall require a separate enhancement and support task order.

CHANGE NUMBER THREE

Change to Attachment I: Statement of Work, Section 3.2, Description of Services/Tasks, System Enhancement and Support Hours

The following is added to the end of Section 3.2:

3.2.1 Additional System Enhancement and Support Hours for Contract Year 4

During the Contract year 4, the State will be entitled to 59,312 additional System Enhancement and Support hours to be used at the discretion of the State and paid based on mutually agreed upon and approved task orders. The State is under no obligation to utilize any of the additional hours.

Additionally, the State will be entitled to 58,624 System Enhancement and Support hours which must be utilized prior to the end of Contract Year 4, to be paid based on mutually agreed upon and approved task orders.

Any previously established task order pool amounts are carried forward into this amendment.

CHANGE NUMBER FOUR

Change to Attachment V: Payment Schedule, Section 3, Maintenance and Operations

Changes:

Original language:

Year	Months	Monthly Rate	Annual Total	10% Retainage	Retainage Payment Point
Year 1	None	\$0	\$0	N/A	N/A
Year 2	July 1, 2017 – November 30, 2017	\$326,016.00	\$1,527,798.00	\$152,779.80	End of Year 2
Year 3	December 1, 2017 – November 30, 2018	\$332,409.00	\$3,988,908.00	\$398,890.80	End of Year 3
Grand Total for Maintenance and Operations			\$5,516,706.00	\$551,670.60	

Original language amended as follows:

Year	Months	Monthly Rate	Annual Total	10% Retainage	Retainage Payment Point
Year 1	None	\$0	\$0	N/A	N/A
Year 2	July 1, 2017 – November 30, 2017	\$326,016.00	\$1,527,798.00	\$152,779.80	End of Year 2
Year 3	December 1, 2017 – November 30, 2018	\$332,409.00	\$3,988,908.00	\$398,890.80	End of Year 3
<u>Year 4</u>	<u>December 1, 2018 – November 30, 2019</u>	<u>\$485,979.00</u>	<u>\$5,831,748.00</u>	<u>\$583,174.80</u>	<u>End of Year 4</u>
Grand Total for Maintenance and Operations			<u>\$11,348,454.00</u>	<u>\$1,134,845.40</u>	

CHANGE NUMBER FIVE

Attachment I: Revised DCFS Payment Schedule replaces Amendment #1, Attachment 1(1), 7. Payment Schedule, 7.1 DCFS Payment Schedule, Table 41 – IE Payment Schedule.

CHANGE NUMBER SEVEN

Change to Amendment #1, Attachment 1(A): Statement of Work, Section 2.1 High Level Estimated Schedule

Changes:

Original language:

Phase	IE Release 1		EE Release 1		EE Release 2	
	Start Date	End Date	Start Date	End Date	Start Date	End Date
Design	4/10/2017	10/20/2017	4/3/2017	10/2/2017	8/28/2018	11/26/2018
Construction and Configuration	8/7/2017	2/23/2018	5/1/2017	12/4/2017	11/26/2018	3/4/2019
System Integration Testing	1/8/2018	5/18/2018	10/30/2017	3/2/2018	3/4/2018	4/29/2018
User Acceptance Testing	5/21/2018	9/21/2018	3/2/2018	6/29/2018	4/29/2019	6/28/2019
Training	10/22/2018	2/15/2019	4/29/2018	7/27/2018	6/3/2019	7/26/2019
Pilot	11/20/2018	2/19/2019	N/A	N/A	N/A	N/A
Statewide Go-Live	2/19/2019	2/29/2019	7/30/2018	7/30/2018	7/29/2019	7/29/2019

Original language amended as follows:

Phase	IE Release 1		EE Release 1		EE Release 2	
	Start Date	End Date	Start Date	End Date	Start Date	End Date
Design	4/10/2017	6/30/2018	4/3/2017	10/2/2017	2/4/2019	3/1/2019
Construction and Configuration	8/7/2017	9/28/2018	5/1/2017	12/4/2017	3/4/2019	3/29/2019
System Integration Testing	10/1/2018	2/22/2019	10/30/2017	3/2/2018	4/1/2019	5/3/2019
User Acceptance Testing	2/25/2019	7/19/2019	3/2/2018	10/19/2018	5/6/2019	6/28/2019
Training	7/15/2019	11/15/2019	4/29/2018	11/9/2018	6/3/2019	7/26/2019
Pilot	8/19/2019	11/15/2019	N/A	N/A	N/A	N/A
Statewide Go-Live	11/18/2019	11/18/2019	11/13/2018	11/13/2018	7/29/2019	7/29/2019

CHANGE NUMBER SIX

Change to the introductory statement of *Terms and Conditions, Section 5 Compensation and Maximum Contract.*

Original language:

In consideration of the services required by this Contract, State hereby agrees to pay to Contractor a maximum fee of \$145,155,381 for the three (3) year term.

Original language amended as follows:

In consideration of the services required by this Contract, State hereby agrees to pay to Contractor a maximum fee of \$165,197,769 for the four (4) year term.

This Amendment contains or has attached hereto all revised terms and conditions agreed upon by the parties. All other terms and conditions in the original Contract described above will remain the same.

IN WITNESS THEREOF, this Amendment is signed and entered into on the date indicated below.

DELOITTE CONSULTING LLP

Scott Huntsman
Managing Director

Date

STATE OF LOUISIANA, DIVISION OF ADMINISTRATION

Jay Dardenne
Commissioner

Date

STATE OF LOUISIANA, DEPARTMENT OF CHILDREN AND FAMILY SERVICES

Eric Horent
Undersecretary

Date

STATE OF LOUISIANA, LOUISIANA DEPARTMENT OF HEALTH

Cindy Rives
Undersecretary

Date

Attachment I: Revised DCFS Payment Schedule

Deliverable ID	Deliverable Name	Submission Date	Invoice Date	Deliverable Amount	Invoice Amount	Retainage Amount
3.021	Project Management Plan	5/22/2017	9/16/2017	\$1,752,420.15	\$1,577,178.14	\$175,242.02
3.031	Detailed Design Session Schedule	5/22/2017	6/30/2017	\$1,594,698.15	\$1,435,228.34	\$159,469.82
3.032	Design Definition and Validation Plan	5/22/2017	7/5/2017	\$1,594,694.15	\$1,435,224.74	\$159,469.42
3.045.01.01	Design Doc - Data Collection – Individual	6/19/2017	9/14/2017	\$937,807.15	\$844,026.44	\$93,780.72
3.045.02.01	Design Doc - Administration – Search	6/19/2017	8/31/2017	\$837,807.15	\$754,026.44	\$83,780.72
3.045.01.02	Design Doc - Data Collection – Household	6/30/2017	9/15/2017	\$859,844.15	\$773,859.74	\$85,984.42
3.045.02.02	Design Doc - Administration - Document Mgmt.	7/7/2017	9/28/2017	\$937,807.15	\$844,026.44	\$93,780.72
3.022	Phase Entrance and Exit Criteria	7/12/2017	9/26/2017	\$914,692.15	\$823,222.94	\$91,469.22
3.047	Unit Test Checklists Template	7/14/2017	9/1/2017	\$876,555.15	\$788,899.64	\$87,655.52
3.045.01.03	Design Doc - Application Registration	7/14/2017	9/27/2017	\$837,807.15	\$754,026.44	\$83,780.72
3.045.02.03	Design Doc - Administration - Office Mgmt.	7/14/2017	2/2/2018	\$952,246.15	\$857,021.54	\$95,224.62
3.001	Develop Project Plan Baseline	7/21/2017	9/1/2017	\$157,367.71	\$141,630.94	\$15,736.77
3.045.02.04	Design Doc - Administration - Dashboard	7/21/2017	9/8/2017	\$952,246.15	\$857,021.54	\$95,224.62
3.05	DCFS Data Conversion Plan	8/9/2017	11/22/2017	\$673,556.15	\$606,200.54	\$67,355.62
3.045.01.04	Design Doc - Data Collection – Compliance/Resource	8/11/2017	2/2/2018	\$906,685.15	\$816,016.64	\$90,668.52
3.045.01.05	Design Doc - Data Collection – Expense/Non-Financial	8/25/2017	1/3/2018	\$899,808.15	\$809,827.34	\$89,980.81
3.045.03.01	Design Doc - Self-Service Portal - Responsive Web	9/5/2017	2/2/2018	\$752,248.15	\$677,023.34	\$75,224.81
3.002	Monthly Project Plan	9/8/2017	10/2/2017	\$157,367.71	\$141,630.94	\$15,736.77
3.045.01.06	Design Doc - Eligibility - Wrap Up	9/8/2017	2/26/2018	\$822,476.15	\$740,228.54	\$82,247.62
3.045.03.04	Design Doc - Self-Service Portal - Application Transfer	9/15/2017	2/8/2018	\$752,248.15	\$677,023.34	\$75,224.81
3.045.02.08	Design Doc - Administration – Security	9/25/2017	2/2/2018	\$907,731.15	\$816,958.04	\$90,773.12
3.003	Monthly Project Plan	10/6/2017	11/1/2017	\$157,367.71	\$141,630.94	\$15,736.77
3.045.02.06	Design Doc - Administration - Case Notes	10/13/2017	2/2/2018	\$637,807.15	\$574,026.44	\$63,780.72
3.045.02.07	Design Doc - Administration - Unified MPI	10/13/2017	2/2/2018	\$752,246.15	\$677,021.54	\$75,224.62
3.045.03.02	Design Doc - Self-Service Portal - Common Splash Page	10/13/2017	2/2/2018	\$737,807.15	\$664,026.44	\$73,780.72

Deliverable ID	Deliverable Name	Submission Date	Invoice Date	Deliverable Amount	Invoice Amount	Retainage Amount
3.045.0 3.03	Design Doc - Self-Service Portal - LDH and DCFS Data Sharing	10/20/2017	1/19/2018	\$852,247.15	\$767,022.44	\$85,224.72
3.045.0 2.05	Design Doc - Administration - Workload Mgmt.	10/23/2017	2/2/2018	\$952,246.15	\$857,021.54	\$95,224.62
3.045	Detailed Design System Document (DDSD)	11/3/2017	6/1/2018	\$1,279,696.15	\$1,151,726.54	\$127,969.62
3.054	Test Cases	11/3/2017	6/1/2018	\$1,570,716.15	\$1,413,644.54	\$157,071.62
3.004	Monthly Project Plan	11/13/2017	1/10/2018	\$157,367.71	\$141,630.94	\$15,736.77
3.052	Testing Plan	11/17/2017	6/1/2018	\$1,579,692.15	\$1,421,722.94	\$157,969.22
3.036	Requirements Traceability Matrix (RTM)	11/30/2017	6/1/2018	\$780,557.15	\$702,501.44	\$78,055.72
3.039	Detailed Design Session Agendas & Meeting Minutes	11/30/2017	2/5/2018	\$2,019,485.15	\$1,817,536.64	\$201,948.52
3.045.0 6.01	Design Doc - DSNAP	12/18/2017	6/1/2018	\$1,279,696.15	\$1,151,726.54	\$127,969.62
3.005	Monthly Project Plan	2/8/2018	6/1/2018	\$157,367.71	\$141,630.94	\$15,736.77
3.057	Training Plan	3/12/2018	6/1/2018	\$1,567,420.15	\$1,410,678.14	\$156,742.02
3.006	Monthly Project Plan	4/16/2018	6/1/2018	\$157,367.71	\$141,630.94	\$15,736.77
3.007	Monthly Project Plan	5/10/2018	6/1/2018	\$157,367.71	\$141,630.94	\$15,736.77
3.008	Monthly Project Plan	6/8/2018	7/8/2018	\$1,240,349.26	\$1,116,314.34	\$124,034.93
3.009	Monthly Project Plan	7/10/2018	8/10/2018	\$1,240,349.26	\$1,116,314.34	\$124,034.93
3.01	Monthly Project Plan	8/10/2018	9/10/2018	\$1,240,349.26	\$1,116,314.34	\$124,034.93
3.011	Monthly Project Plan	9/10/2018	10/10/2018	\$1,240,349.26	\$1,116,314.34	\$124,034.93
3.012	Monthly Project Plan	10/10/2018	11/10/2018	\$1,240,349.26	\$1,116,314.34	\$124,034.93
3.046	Updated Requirements Traceability Matrix (RTM)	11/5/2018	12/5/2018	\$2,442,986.57	\$2,198,687.91	\$244,298.66
3.013	Monthly Project Plan	11/9/2018	12/9/2018	\$1,240,349.26	\$1,116,314.34	\$124,034.93
3.014	Monthly Project Plan	12/10/2018	12/20/2018	\$1,240,349.26	\$1,116,314.34	\$124,034.93
3.015	Monthly Project Plan	1/10/2019	2/10/2019	\$102,046.67	\$91,842.00	\$10,204.67
3.016	Monthly Project Plan	2/8/2019	3/8/2019	\$102,046.67	\$91,842.00	\$10,204.67
3.056	Final Test Results	2/28/2019	3/28/2019	\$789,725.11	\$710,752.60	\$78,972.51
3.017	Monthly Project Plan	3/8/2019	4/8/2019	\$102,046.67	\$91,842.00	\$10,204.67
3.062	Implementation Strategy	4/15/2019	6/15/2019	\$1,524,372.11	\$1,371,934.90	\$152,437.21
3.058	Training Schedule	5/3/2019	6/3/2019	\$635,749.11	\$572,174.20	\$63,574.91
3.049	Pilot Rollout Plan	5/9/2019	6/9/2019	\$810,735.11	\$729,661.60	\$81,073.51
3.064	"Go-Live" Support Plan	5/17/2019	6/17/2019	\$810,734.11	\$729,660.70	\$81,073.41

Deliverable ID	Deliverable Name	Submission Date	Invoice Date	Deliverable Amount	Invoice Amount	Retainage Amount
3.065	Rollout Plan	5/17/2019	6/17/2019	\$1,324,372.11	\$1,191,934.90	\$132,437.21
3.066	Updated System and Operational Documentation	5/17/2019	6/17/2019	\$524,371.11	\$471,934.00	\$52,437.11
3.059	Training Materials	6/12/2019	7/12/2019	\$751,702.11	\$676,531.90	\$75,170.21
3.07	System documentation library	7/12/2019	8/12/2019	\$522,099.11	\$469,889.20	\$52,209.91
N/A	Retainage Letter	N/A			\$5,300.00	
Totals				\$53,000,000.00	\$53,000,000.00	\$5,300,000.00

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